

Virtual Tech Support

Teachers and Staff

Tech support for USD 447 teachers and staff will remain the same. The K12itc Helpdesk is first in seeking tech support.

Telephone support: 1.816.382.4840 or 1.855.512.8324 (toll free)

Online support: <http://helpdesk.k12itc.com>

Your online portal for all other “Albert” needs: <http://albert.k12itc.com>

Your USD 447(Albert) username and password applies to both.

Mr. Haselwood (whaselwood@usd447.org) and Mr. Turner (jturner@usd447.org) will also be available during regular school hours.

Parents/Students

Your first line of tech support would be to contact the specific teacher. The teacher will then escalate the issue as needed.

Home Internet Connections

Cox Communications is working on low- or no-cost options for families without internet access at home. Families can directly apply for Connect2Compete service at <http://cox.com/connect2compete>.

Additional Cox Resources:

- COVID-specific Connect2Compete information:

<https://www.cox.com/residential/internet/connect2compete/covid-19-response.html>

- General Connect2Compete information:

https://www.cox.com/residential/internet/connect2compete.html?sc_id=cr_dm_camp_z_connect2compete_vanity

- Cox's Expanded Coronavirus Relief Offerings for Residential Customers:

https://newsroom.cox.com/Cox_expands_coronavirus_relief_for_remote_workers_and_students

Midwest Connections of Chanute, Kansas is also offering special options for families without internet access at home. They will waive installation fees (normally \$79.00) and router purchases (normally \$45.00) for any family with students at a K-12 school in Kansas. Information on their services can be found at <http://www.midwest-connections.com>.